

HOCKLEY BUILDING SERVICES LTD **COMPLAINTS POLICY AND PROCEDURES**

OUR POLICY

Hockley Building Services Ltd are committed to:

- Maintaining a strong customer focus and meeting customer requirements
- Continuously improving and working towards achievement of high standards
- Delivering services effectively with due regard to value for money

It is our policy that we will deal with any complaints about members of staff, the services we provide or administration quickly and effectively avoiding the need for a written complaint where possible. However, should the matter necessitate a written complaint, the procedures detailed below will be followed.

PROCEDURES

A written complain must be made within two months of the incident.

The complaints administrator will be responsible for logging complaints and ensuring where necessary, providing initial responses.

All written complaints must be addressed to the Complaints Administrator and sent to Hockley Building Services, Holly House, 9-11 Holly Lane, Marston Green, Birmingham, B37 7AP.

On receiving the complaint, the Complaints Administrator will send you an acknowledgement within three working days.

A decision will normally be communicated in writing (from the Manager responsible for the service the complaint is about) to the complainant within ten working days. Where a full response within ten working days is not possible, a letter will be sent to the complainant outlining the process in dealing with the complaint and indicating when a response is likely to be forthcoming.

If the complainant is satisfied with the company's explanation or proposed action, the matter will be considered to have been closed. If the complainant remains dissatisfied with the explanation or course of action, he/she will have the right to appeal to the Managing Director at Hockley Building Services, Holly House, 9-11 Holly Lane, Marston Green, Birmingham, B37 7AP.

The Managing Director will consider all facts of the matter and will come to a decision that may confirm the action proposed is adequate or may require further or different actions taken.

All complaints are taken seriously and will be dealt with fairly and thoroughly. Dealing with and monitoring complaints will help us to identify areas of weakness and enable us to continually improve our service.

Signed: 

Dated:..... 9-12-2021

